

## Schedule of Service Delivery Standards

<b>Description</b>	<b>DESCRIPTION OF SERVICE DELIVERD (WHAT)</b>	<b>LEVEL OF SERVICE (HOW)</b>	<b>MONITORING OF SERVICES DELIVERD (PERFORMANCE MEASURED)</b>
<b>Solid Waste Removal</b>			
Premise based removal (Residential Frequency)	Refuse removed once per week	Trucks as per program	Daily Monitoring. Transfer station reports
Premise based removal (Business Frequency)	Refuse removed three times per week	Trucks	Daily Monitoring. Transfer station reports
Bulk Removal (Frequency)	On request	On request	Daily Monitoring. Transfer station reports
Removal Bags provided(Yes/No)	Delivery to households per quarter	Delivered by refuse truck personnel	As per programme : Schedule
Garden refuse removal Included (Yes/No)	Yes	Removed daily with household refuse	Daily Monitoring. Transfer station reports
Street Cleaning Frequency in CBD	Daily cleaning of area	Street cleaning team	Schedule - Reports from project coordinator
Street Cleaning Frequency in areas excluding CBD	Daily cleaning of area	Cleaning team + Bakkie contractors	Schedule - Reports from project coordinator
How soon are public areas cleaned after events (24hours/48hours/longer)	24 Hours after an event if possible	Cleaning by street cleaning workers	Report from Manager
Clearing of illegal dumping (24hours/48hours/longer)	Per ward schedule and if urgent within 24 hours	Per ward schedule by bakkie contractors	Reports from Contractors and Manager
Recycling or environmentally friendly practices(Yes/No)	Yes	Projects by Cleanest Town Coordinator	Monthly Reports from Cleanest Town Coordinator
Licenced landfill site(Yes/No)	Yes	Licence approved	Approved Licence

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<b>Water Service</b>			
Water Quality rating (Blue/Green/Brown/N0 drop)	Provision of clean drinking water	Blue Drop standard	DWS BDS
Is free water available to all? (All/only to the indigent consumers)	Yes	Yes	
Frequency of meter reading? (per month, per year)	Per month	30 Day Cycle	
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	N. A.	Three months	
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	N. A.	Three months	
<b>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</b>			
One service connection affected (number of hours)	Repair leak	24 hours	Monthly Report
Up to 5 service connection affected (number of hours)	Repair broken pipe	48 hours	Monthly Report
Up to 20 service connection affected (number of hours)	Repair broken pipe	48 hours	Monthly Report
Feeder pipe larger than 800mm (number of hours)	Repair broken pipe	48 hours	Monthly Report
What is the average minimum water flow in your municipality?	Drinking water flow through open water connection.	30 liters per minute	Sytem analisys
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes, a program for the eradication of exotic plants in the catchment of the dam is operated by the department of environmental services.	Gradual eradication of plants and trees dependent on available funding.	Quarterly reports by environmental services.

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How long does it take to replace faulty water meters? (days)	Replace faulty water meter	10 working days	Monthly Report
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	No		
<b>Electricity Service</b>			
What is your electricity availability percentage on average per month?	Availability of service	Availbility is negitively affected by Eskom Loadshedding	89.50%
Do your municipality have a ripple control in place that is operational? (Yes/No)	All domestic homes with geysers	Ripple control system	YES
How much do you estimate is the cost saving in utilizing the ripple control system?	Geyser control	Shifting load out of peak times	R5.37m
What is the frequency of meters being read? (per month, per year)	Bulk Metering	Remote metering	Read every month
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	Bulk Metering	Remote metering	3 month average
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Bulk Metering	Remote metering	1 Month
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	Restoration of electricity a priority	24 hour service in all areas	Immediate reaction. Up to 2 days for major faults
Are accounts normally calculated on actual readings? (Yes/no)	Metering	Meters installed for all clients	Yes

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Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Enviroment Impact Studies	EIA compliance where required	Yes
How long does it take to replace faulty meters? (days)	replace meter	24 hour service in all areas	One day
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Revenue protection	Revenue protection team	Yes, electrification projects
How effective is the action plan in curbing line losses? (Good/Bad)	Non-Technical losses	Optimise electrical network configuration. Accurate metering	Good
How soon does the municipality provide a quotation to a customer upon a written request? (days)	1 Domestic 2. Large clients	Planning office	1. Same Day 2. Depends on nature of request. Immediate action
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	Connection	Re-connect	Same day
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	1. Domestic 2. Commercial	Own staff and/or contractor	1. Two days 2. Immediate action. Depends on nature of work
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	The narure and size of a high voltage determines the time	Own staff and/or contractor install the connection	about 5 working days

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<b>Sewerage Service</b>			
Are your purification system effective enough to put water back in to the system after purification?	Waste Water Treatment. Operation of 7 treatment works: Outeniqua, Gwaing, Kleinkrantz, Oubaai, Uniondale, Haarlem, Herolds Bay.	The outflow should comply to the general standards specified by the Department of Water and Sanitation and the Green Drop requirements.	Chemical, biological testing. Comliance to Green Drop requirements w.r.t. operational capacities both infrastructure and human capacity as well as operational.
To what extend do you subsidize your indigent consumers?	No subsidy		
<b><i>How long does it take to restore sewerage breakages on average</i></b>			
Severe overflow? (hours)	Open blockage	24 hours	Monthly Report
Sewer blocked pipes: Large pipes? (Hours)	Open blockage	24 hours	Monthly Report
Sewer blocked pipes: Small pipes? (Hours)	Open blockage	24 hours	Monthly Report
Spillage clean-up? (hours)	Clean and disinfect affected area	24 hours	Monthly Report
Replacement of manhole covers? (Hours)	Replace missing m/h cover	48 hours	Monthly Report
<b>Road Infrastructure Services</b>			
Time taken to repair a single pothole on a major road? (Hours)	Repair Pothole	5 days	Monthly Report
Time taken to repair a single pothole on a minor road? (Hours)	Repair Pothole	5 days	Monthly Report
Time taken to repair a road following an open trench service crossing? (Hours)	Repair crossing	5 days	Monthly Report
Time taken to repair walkways? (Hours)	Repair walkways	5 days	Monthly Report

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<b>Property valuations</b>			
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	Valuation of Property	3 Months from receiving valuation roll. In terms of timeframes prescribed by MPRA: Valuer compile valuation roll. After 21 days, the roll is advertised for public inspection and objections. The advertisement must be in local newspaper also for two consecutive weeks. The objection period is at least 30 days from the date of the second notice. The valuation changes is imported in the billing system during the month following the completion of the objection period. Account is issued at the end of that month.	Property Register
Do you have any special rating properties? (Yes/No)	No	No	No
<b>Financial Management</b>			
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Decrease		

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Are the financial statement outsources? (Yes/No)	Yes		
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?	Yes	Monitoring SOP	
How long does it take for an Tax/Invoice to be paid from the date it has been received?	± 30 Days Payment made to creditor's	Weekly payments	Monthly report + reconciliations
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	No. The demand planning is in process for the 2015/16 financial year.		
<b>Administration</b>			
Reaction time on enquiries and requests?	Queries via e-mail, telephone or walk in customers regarding accounts deliviered	immediately with maximum of 14 Days	Collaborator Reports, follow up on e-mails or by telephone
Time to respond to a verbal customer enquiry or request? (working days)	Queries via telephone or walk in customer	immediately	Collaborator Reports, follow up on e-mails or by telephone
Time to respond to a written customer enquiry or request? (working days)	Queries via e-mail or letters	immediately with maximum of 14 Days	Collaborator Reports
Time to resolve a customer enquiry or request? (working days)	Queries via e-mail, telephone or walk in customers regarding accounts deliviered	immediately with maximum of 45 Days	Collaborator Reports
What percentage of calls are not answered? (5%, 10% or more)	All calls are answered		
How long does it take to respond to voice mails? (hours)	N/A		

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Does the municipality have control over locked enquiries? (Yes/No)	Yes	Continous monitoring of account	Collaborator repors
Is there a reduction in the number of complaints or not? (Yes/No)	Yes, with immediate response to complaints the amount of queries are reduced	immediately with maximim of 14 Days	Collaborator Reports, follow up on e-mails or by telephone
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	Formal Application for Supply of Resources Services form	1 Day	Samras DB4 System, Flexgen
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	Such meeting will only take place if the need arise		
<b>Community safety and licensing services</b>			
How long does it take to register a vehicle? (minutes) <b>10min</b>	Reg. a vehicle - service delivery	As per trans. On e-natis	Transaction reports
How long does it take to renew a vehicle license? (minutes) <b>5min</b>	Lic. a vehicle - service delivery	As per trans. On e-natis	Transaction reports
How long does it take to issue a duplicate registration certificate vehicle? (minutes) <b>8min</b>	Dupl. of a vehicle - service delivery	As per trans. On e-natis	Transaction reports
How long does it take to de-register a vehicle? (minutes) <b>5min</b>	De-reg of a vehicle - service delivery	As per trans. On e-natis	Transaction reports
How long does it take to renew a drivers license? (minutes) 20 min	Renewal of drivers licences - service delivery	Transactions on e-natis	Weekly register
What is the average reaction time of the fire service to an incident? (minutes) 8 min urban (30 min rural)	Fires	Complaints reports	Monthly reports

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What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)			
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)			
<b>Economic development</b>			
How many economic development projects does the municipality drive?			
Sector/Industry Support Programmes	Support to key potential growth sectors (as identified through Economic Strategy and environmental scanning) in order to enhance competitiveness and unlock growth potential	Industry workshops, industry action plans and specific interventions designed through consultative processes	<b>Nr of sectors actively supported = 5</b> (Honeybush Tea, Film, Call Centers, Timber, Berries). Workshops hosted, MoU's entered, red tape support provided, etc.

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Community Based Projects	Community based projects and interventions aimed at providing economic safety nets (e.g. food gardens) or an opportunity to access the economy (e.g. Worker Collection Point). Many of these projects are also aimed at building community cohesion and social capital - vital to the success of longer term LED efforts.	Project based approach, executed directly by municipal staff, usually with a specific start and end date and specific nr's of beneficiaries targeted through each initiative.	<b>Nr. Of community based projects successfully executed = 7</b> (Computer Training, Worker Collection Point, Food Security (gardens competition), Haarlem Bakery, Community Markets, Entrepreneurship Support (e.g E-week and AHI Congress), Village Monitors.
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	In addition to the projects executed in LED office directly, a number of other catalytic projects (often driven by an internal or external champion or lead agency) are also supported.	Development facilitation, support and red tape reduction where required.	<b>Catalytic Projects = 5.</b> George Integrated Public Transport Network (GIPTN/Go George), Central Energy Fund Biomass to Energy Plant, George-Knysna Railway line revitalisation, Urban Agri Park development and Free Wi-fi / Broadband roll out.

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What percentage of the projects have created sustainable job security?	Initiatives from those listed above which support direct economic growth and long term job creation (i.e. excluding small scale community projects). 9 out of current 17 projects = 53%	Projects and initiatives executed that delivered actual results (i.e. having moved beyond planning and engagement phase).	Reporting and monitoring through use of LED/MS reporting system - utilising economic multipliers and calculating GDP contribution, job creation and projected improved municipal income.
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	Yes	Economic Revitalisation policy contains investment incentives for medium to large investments in specific geographical areas (including e.g. Thembalethu, CBD and industrial area)	Incentive marketing intiaitives, number of incentive applications received, number of incentive applications approved, monitoring of actual performance by applicant agaists stated economic contribution for duration of contract.
<b>Other Service delivery and communication</b>			
Is a information package handed to the new customer? (Yes/No)	Yes		
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes		
Are customers treated in a professional and humanly manner? (Yes/No)	Yes		